

## Refine Search

### Search Results -

Terms	Documents
L13 and L12	8

Database:

US Pre-Grant Publication Full-Text Database  
 US Patents Full-Text Database  
 US OCR Full-Text Database  
 EPO Abstracts Database  
 JPO Abstracts Database  
 Derwent World Patents Index  
 IBM Technical Disclosure Bulletins

Search:

L14





### Search History

DATE: Wednesday, March 31, 2004    [Printable Copy](#)    [Create Case](#)

<u>Set</u> <u>Name</u> side by side	<u>Query</u>	<u>Hit</u> <u>Count</u>	<u>Set</u> <u>Name</u> result set
	<i>DB=PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD; PLUR=YES; OP=OR</i>		
<u>L14</u>	L13 and l12	8	<u>L14</u>
<u>L13</u>	((customer\$ near5 servic\$) same report\$ same manag\$).clm.	31	<u>L13</u>
<u>L12</u>	((customer\$ near5 servic\$) same report\$ same manag\$).ab.	82	<u>L12</u>
<u>L11</u>	((customer\$ near5 servic\$) same report\$ same manag\$).ti.	4	<u>L11</u>
<u>L10</u>	(customer\$ near5 servic\$) same report\$ same manag\$	806	<u>L10</u>
<u>L9</u>	(customer\$ near5 servic\$) same report\$	2245	<u>L9</u>
<u>L8</u>	L6 or l5	14	<u>L8</u>
<u>L7</u>	L6 and l5	0	<u>L7</u>
<u>L6</u>	((manag\$ same (customer\$ near servcice\$)) or manag\$ same report\$ same database\$ same (list\$ or summar\$) same (spreadsheet\$ or table\$)).clm.	7	<u>L6</u>
<u>L5</u>	((manag\$ same (customer\$ near servcice\$)) or manag\$ same report\$ same database\$ same (list\$ or summar\$) same (spreadsheet\$ or table\$)).ab.	7	<u>L5</u>
<u>L4</u>	((manag\$ same (customer\$ near servcice\$)) or manag\$ same report\$ same	0	<u>L4</u>

	database\$ same (list\$ or summar\$) same (spreadsheet\$ or table\$)).ti.		
<u>L3</u>	(manag\$ same (customer\$ near servcive\$)) or manag\$ same report\$ same database\$ same (list\$ or summar\$) same (spreadsheet\$ or table\$)	204	<u>L3</u>
<u>L2</u>	(manag\$ same (customer\$ near servcive\$)) or manag\$ same report\$ same database\$ same (list\$ or summar\$)	1021	<u>L2</u>
<u>L1</u>	(manag\$ same (customer\$ near servcive\$)) or manag\$ same report\$ same database\$	5613	<u>L1</u>

END OF SEARCH HISTORY

## Hit List

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Fwd Refs

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Search Results - Record(s) 1 through 8 of 8 returned.

☐ 1. Document ID: US 20040059636 A1

Using default format because multiple data bases are involved.

L14: Entry 1 of 8

File: PGPB

Mar 25, 2004

PGPUB-DOCUMENT-NUMBER: 20040059636

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040059636 A1

TITLE: Method and process of providing a variety of services to a customer through a single source

PUBLICATION-DATE: March 25, 2004

## INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
McClung, William J.	Naperville	IL	US	
Oleson, Scott M.	Aurora	IL	US	
Western, John R.	Wheaton	IL	US	
Morine, John P.	Naperville	IL	US	
Gollwitzer, Victoria A.	Wheaton	IL	US	
DeBoor, Renee C.	Geneva	IL	US	

US-CL-CURRENT: 705/26

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 2. Document ID: US 20030074668 A1

L14: Entry 2 of 8

File: PGPB

Apr 17, 2003

PGPUB-DOCUMENT-NUMBER: 20030074668

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030074668 A1

TITLE: Quality of service and transponder utilization billing system

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 3. Document ID: US 20020133328 A1

L14: Entry 3 of 8

File: PGPB

Sep 19, 2002

PGPUB-DOCUMENT-NUMBER: 20020133328  
PGPUB-FILING-TYPE: new  
DOCUMENT-IDENTIFIER: US 20020133328 A1

TITLE: CUSTOMER-DRIVEN QOS IN HYBRID COMMUNICATION SYSTEM

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 4. Document ID: US 20020024537 A1

L14: Entry 4 of 8

File: PGPB

Feb 28, 2002

PGPUB-DOCUMENT-NUMBER: 20020024537  
PGPUB-FILING-TYPE: new  
DOCUMENT-IDENTIFIER: US 20020024537 A1

TITLE: E2 automobile dealership information management system

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 5. Document ID: US 20020004390 A1

L14: Entry 5 of 8

File: PGPB

Jan 10, 2002

PGPUB-DOCUMENT-NUMBER: 20020004390  
PGPUB-FILING-TYPE: new  
DOCUMENT-IDENTIFIER: US 20020004390 A1

TITLE: Method and system for managing telecommunications services and network interconnections

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 6. Document ID: US 20010034627 A1

L14: Entry 6 of 8

File: PGPB

Oct 25, 2001

PGPUB-DOCUMENT-NUMBER: 20010034627  
PGPUB-FILING-TYPE: new  
DOCUMENT-IDENTIFIER: US 20010034627 A1

TITLE: Fully integrated service manager with automatic flow-through interconnection

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 7. Document ID: US 6449588 B1

L14: Entry 7 of 8

File: USPT

Sep 10, 2002

US-PAT-NO: 6449588

DOCUMENT-IDENTIFIER: US 6449588 B1

TITLE: Customer-driven QOS in hybrid communication system

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 8. Document ID: US 6141777 A

L14: Entry 8 of 8

File: USPT

Oct 31, 2000

US-PAT-NO: 6141777

DOCUMENT-IDENTIFIER: US 6141777 A

TITLE: System and method for reporting telecommunication service conditions

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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Terms

Documents

L13 and L12

8

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